



उत्तराखंड मुक्त विश्वविद्यालय हल्द्वानी (नैनीताल)

Programme Name-MBA-Fourth Semester

Programme Code-MBA-10

Course Name-Productivity & Total Quality Management

Course Code-MU2406

Maximum Marks-40

Session -2013-14, Summer

Last Date of Submission: 15 June, 2014

Section-A

Section 'A' contains 08 short answer type questions of 5 marks each. Learners are required to answer 4 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Discuss the following (1-8) –

1. Factors affecting productivity of an organisation.
2. Margin of safety
3. "5-S" Principles
4. Fringe benefits
5. Six- Sigma
6. Kaizen
7. Statistical process control (SPC)
8. Cost of quality

Section-B

Section 'B' contains 04 long answer-type questions of 10 marks each. Learners are required to answer 02 questions only.

1. What is reliability? How could you relate reliability to the quality of a product? From the point of view of customers of consumer's goods, how reliability engineering serves their purpose?
2. What do you understand by 'effective leadership'? Why is leadership process so important in TQM practice? Describe the roles of leadership in an organisation.
3. Explain the following terms:
 - a. Time management
 - b. Logistics functions
 - c. Material management
 - d. Financial strategy
4. Describe the steps for working of a 'quality circle' group, and few important features of the process.